

**DEVELOPMENTAL DISABILITIES ADMINISTRATION  
COORDINATION OF COMMUNITY SERVICE PROVIDER INFORMATION  
FOR WEBSITE POSTING**

In order to be listed or change the information about your agency on the DDA website, please complete this form. Send the form along with a cover letter (on agency letterhead) asking DDA to include your information with resource coordination providers on the DDA website. The cover letter must be signed by the Executive Director. Please address the cover letter to Patricia Sastoque, Coordination of Community Services Program, at DDA HQ (201 W. Preston St., 4<sup>th</sup> Floor. Baltimore, MD 21201). You may also email the required information to [patricia.sastoque@maryland.gov](mailto:patricia.sastoque@maryland.gov).

<b>AGENCY:</b>	OPTIMAL HEALTH CARE INC		
<b>CONTACT INFORMATION:</b>		<i>Who should individuals &amp; families call to learn about CCS in your agency?</i>	
Name: Nilanjana Moulick		Phone: <b>301-790-4962 ext: 500</b>	
Email: <a href="mailto:nmoulick@ohc-inc.com">nmoulick@ohc-inc.com</a>		#800: <b>1(855) 798 – 1898</b>	
Office Address: <b>6 West Washington St., Ste 212 Hagerstown, Maryland 21740</b>		TTY: 1-800-955-8770	
Mailing Address: 6 West Washington St., Ste 212, Hagerstown Maryland 21740		Language Line (# and code):	
<b>WEBSITE:</b>	<a href="http://www.ohc-inc.com">www.ohc-inc.com</a>		
<b>WHAT IS YOUR PHILOSOPHY IN PROVIDING RESOURCE COORDINATION?</b>			
Our philosophy at Optimal Health Care Inc. is that our customers and their families are always in control of their destiny. We believe that the people we serve should be the directors of their support services, outcomes, and goals. That each person's values, dignity, and rights must be respected to achieve satisfaction in life. In addition, the involvement of families and friends and community participation in an integrated setting is crucial to achieve a high quality of life.			
<b>HOW LONG HAS YOUR AGENCY BEEN PROVIDING COORDINATION OF COMMUNITY SERVICES IN MARYLAND?</b>			
Optimal Health Care Inc. was selected in February 2014 to be a provider of Coordination of community Services to DDA participants. Prior to this selection, Optimal Health Care Inc has been providing services to Maryland Medicaid participants since 2009. Optimal Health Care personnel therefore have the expertise and knowledge about local resources vital to implementation of an effective Coordination of Community Services Program.			
<b>HOW IS YOUR AGENCY DIFFERENT FROM OTHERS?</b>			
Optimal Health Care Inc operates a Coordination of Community Services Program which, unlike other programs, combines the clinical experience of nurse coordination supervisors with the broad knowledge of Coordinators of Community Services with experience in the field of human services in providing a holistic person-centered Coordination of Community Services approach. <b>Optimal Health Care Inc. takes pride in being a local company that hires coordinators from the community where they serve.</b>			
<b>WHAT MARYLAND COUNTIES DO YOU SERVE?</b>			
The Optimal Health Care Inc Coordination of Community Services Program provides services to participants in all 24 counties in the state ( <b>Central, Southern, Eastern and Western Maryland regions</b> ):			
<b>Harford, Baltimore City, Baltimore, Howard, Anne Arundel, Montgomery, Prince George's, Charles, Calvert, St Mary's, Cecil, Kent, Queen Anne's, Caroline, Talbot, Dorchester, Wicomico, Somerset, Worcester, Carroll, Frederick, Washington, Allegany and Garrett.</b>			

**DEVELOPMENTAL DISABILITIES ADMINISTRATION  
COORDINATION OF COMMUNITY SERVICE PROVIDER INFORMATION  
FOR WEBSITE POSTING**

<b>WHAT AREAS OF DEVELOPMENTAL DISABILITIES DO YOU HAVE SPECIALISTS IN?</b>
Coordinators of Community Services serving in our Coordination of Community Services Program are trained to provide services to people in all categories of the Coordination of Community Services process. The program is specially designed to serve people with complex health needs. However, every Coordinator of Community Services possesses unique skills that set them apart from others and make them better at serving people with very specialized needs such as determining DDA eligibility, assisting individuals to apply for various State and Federal benefits, American Sign Language, unique needs of the Forensic population, and Autism Spectrum Disorders,
<b>HOW DO YOU MATCH INDIVIDUALS WITH RESOURCE COORDINATORS?</b>
The Optimal Health Care Inc Coordination of Community Services program manager is responsible for receiving each referral and contacting every person who is referred for services immediately. The Program Manager then collects information about individual preferences and provides this to the Coordinator of Community Services Supervisor who will assign a Coordinator of Community Services to the individual, based on the individual's preferences.
<b>DO YOU PROVIDE REFERENCES FOR INDIVIDUALS WITH DEVELOPMENTAL DISABILITIES AND FAMILIES TO CONTACT? IF SO, HOW DO I ACCESS?</b>
Optimal Health Care Inc provides references to individuals upon request, within the guidelines of HIPAA regulations. Individuals and their families are encouraged to contact the Coordination of Community Services program supervisors or the Program Manager directly to learn more about our services. Sample testimonials and criticisms with corrective action and implementation plans are posted on the company website periodically.